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Rwanda • South Sudan • Ethiopia

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COMPANY PROFILE

Rickman Whitefinch Limited was established in the year 2012, as an **Healthcare Equipment, Stainless Steel Sheets, Stainless Steel Tubes, Aluminium Sheets, Galvanized Sheets, Stainless Steel Fittings, Stainless Steel Accessories, Stainless Steel Fabrication, Commercial Kitchen Equipment, Industrial Laundry Machines, Refrigeration Systems, Electrical Solutions, Airwaves Solutions, Irrigation Systems & Solar & Water Engineering, Generators**. We are specialized contractor which is fully insured, licensed professionals, privately Kenyan owned company.

We provide high quality fabrication, wiring, installation, maintenance and supplies to ensure our clients are fit for the future. At Rickman Whitefinch Limited, we understand that when a machine breaks down in the business, institution, catering and restaurants you need it fixed fast! it is therefore important to have your equipment regularly serviced to anticipate and prevent problems before they happen.

SERVICE CHARTER

OUR PHILOSOPHY

Our philosophy has always been giving our clients the best value for their investment. We at Rickman Whitefinch Limited are eminent in offering contracting services for installation and maintenance in institutions, commercial and residential premises.

We believe in high quality workmanship that represents us for years to come in a safe working environment on all of work.

We at Rickman Whitefinch Limited are tasked to provide; quality, reliable and professionals services to our esteemed clients.

VISION

To be the leading Electrical Engineering Contractors of choice in Kenya, East and Central Africa

MISSION STATEMENT

In perfect world things wouldn't breakdown; it is our mission to respond with agency, expertise and professionalism to minimize the length and frequency downtime by using eco friendly equipments.

OUR TEAM

- Engineers
- Technicians
- Supervisors
- Quality controllers

ENGINEER

Keeping equipment and machine highly reliable and consistently safe, Our Engineer/ Technician balance hands- on maintenance/repair and installation competence, equipment knowledge and analysis of equipment performance. All backed up by strong communication skills. We have a responsibility framework within this role allowing in-role progression.

SHIFT MANAGER ENGINEER

Using their front line engineering experience, our Engineering shift manager co- ordinate and priorities the engineering work plan to make sure the site and all employees(internal and external) operate safely and efficiently. The further development of our Engineers/Technicians is key to this role, as well as ensuring safe systems of work are managed correctly.

SITE ENGINEER MANAGER

Leading the total engineering function, our site Engineering Managers define the organization structure and development. Responsibility for driving strong collaboration across all departments, whilst delivering a robust Asset Care improvement plan, then ensure all statutory compliance obligations are managed efficiently and properly.

CORE VALUES

Our quality services are tailored for clients that demands:-

- **Quality**
- **Integrity**
- **Efficiency**
- **Accountability**
- **Safety culture**
- **Staff motivation**

GOALS AND OBJECTIVES

- To be a top notch, market and customer oriented company.
- To train and equip our staff with knowledge to perform their tasks to highest standards.
- To provide timely services in the most fruitful manner.
- To provide wide network and communication channels.
- Our products and replacement parts are second to none in quality hence very reliable and cost effective.

THE RATIONALE FOR ENGAGEMENT WITH RICKMAN WHITEFINCH LIMITED

- By cutting down operational cost during maintenance and supplies services.
- **You can save up to 30% a month per unit on your utility bill by making sure equipment is cleaned and serviced regularly.**
- **Proper maintenance and handling of equipments.**

PRODUCT AND SERVICES PORTFOLIO

Our portfolio comprise of:-

- 24 Hour service of all Kitchen Equipment, Refrigeration Systems and Laundry Machines
- Power distribution.
- Machine wiring.
- Temporary and special events wiring.
- Equipment installs.
- Trouble shooting.
- Power factor correction solutions.

ELECTRICAL AND EQUIPMENT JOB SITE SAFETY

Safety starts with us.

At Rickman Whitefinch Limited, we believe companies that uphold the highest safety standards, produce the best quality and results. When we invest time and energy in our training and education programs, we invest in the future of our employees.

Our workshop provides hands-on prevention training for common hazards such as arc-flash, falls, shocks, cuts, slip and many other hazards faced by employees each and every day.

All our tasks are performed by qualified personnel.

Our comprehensive safety programs include:-

- Accountability for safety on all electrical and equipment installation and wiring.
- Active participation in the safety process.
- Commitment to a long free workplace.
- Frequent job site safety inspection.
- Commitment of significant resources for safety training.
- Daily implementation of comprehensive safety, policies.
- Ongoing commitment and involvement of senior leadership that is dedicated to the safety of new professional employees.

RICKMAN QUALIFICATIONS

- We have continuous and recent experience in providing supplies, preventive maintenance and repairs preferably involving the specific equipment or similar work listed.
- We are always ready to demonstrate financial responsibility and net worth in the contract determination, sufficient to sustain the business operations required to perform and maintain in the Agreement requirements.
- We always supply labor and equipment (including trucks and parts) to perform the work and NOT subcontract.
- We have the ability to phone call away response time for supplies or repairs as requested 24/7.
- Our team is Licensed Industrial/Commercial with years of experience in Fabrication, Kitchen Equipment, Refrigeration Systems and Laundry machines are healthy and background checked.
- We document all work, supplies, schedule, parts and labor.
- All our invoices contain work order and purchase order numbers.
- We always provide information within a detailed narrative context concerning our approach to supplies, maintenance and repairs including cost efficiency and innovative methods.
- We always understand that the Agreement is non-exclusive in nature and the client reserves the rights should we not able to agree on a scope and/ or fees.

OTHER RELATED SERVICES

We offer preventive maintenance programs on a monthly basis, quarterly or yearly basis with no lock in contracts.

STANDARDS AND ETIQUETTE

We are always under strict observance of the following:-

1. Present ability

- (a) Our staffs are neatly dressed with uniforms bearing our logo.
- (b) Our staffs are provided with identification cards, overalls, gloves and helmets which they openly wear at all times while working as safety requirement.
- (c) Our staffs are courteous and are trained to use standard language at all times.
- (d) Our staffs are recruited on the basis of their qualifications, domain knowledge and past experience.

2. Your complaints

We have customer feedback systems in place to enable us take your complaints seriously, respond to them positively and efficiently to resolve them.

Our staffs make sure that each and every specification detailed by the clients is duly incorporated in the project.

PRODUCTS USED

We adhere to strict quality procedures and norms in both spare parts we supply and install.

OUR CHARGES

Our charges are calculated based on site assessment and are competitive.

These charges are based on the following variants:-

- **Products and replacement parts to be used.**
- **Manpower and machine to be deployed.**
- **The location of your premise.**

CLIENTELE

We are client-centric organization and by serving our clients in most appropriate manner, we look forward to consistently expand our clients' base. Superior quality products are supplied by us at utmost competitive prices. We also offer complete customization on the products and services.

We have implemented special quality control measures in our organization.

A team of quality controllers and professionals stringently test the products and keep a strict vigil upon the ongoing projects.

The projects for carrying out complete supplies, maintenance and installation works are executed under the guidance of projects supervisor.

CLIENTS

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STAINLESS STEEL RAILINGS



STAINLESS STEEL EQUIPMENT



STAINLESS STEEL HEALTHCARE EQUIPMENT



STAINLESS STEEL REFRIGERATION EQUIPMENT



ELECTRICAL SOLUTIONS



IRRIGATION SYSTEMS & SOLAR WATER ENGINEERING



GENERATORS



AIRWAVES SOLUTIONS

